

M S P



MANAGERIAL SELECTION PROCESS

OFFERING EQUAL EMPLOYMENT OPPORTUNITIES TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION. It is an objective of the State of California to achieve a drug-free State work place. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

THIS IS A CALTRANS OPEN EXAMINATION.

LATERAL CANDIDATES ARE ENCOURAGED TO APPLY.

EXAMINATION ANNOUNCEMENT

THIS EXAMINATION IS FOR DESIGNATED MANAGERIAL POSITIONS.

CLASSIFICATION: STAFF SERVICES MANAGER III

POSITION TITLE: CHIEF, OFFICE OF TRANSACTIONS SERVICES

SALARY: \$6779 - \$7474

LOCATION: HEADQUARTERS – SACRAMENTO

FINAL FILING DATE: JUNE 3, 2009

DUTIES/RESPONSIBILITIES

Under the general direction of the Chief, Division of Human Resources (DHR), the Staff Services Manager III serves as the Chief of the Office of Transactions Services; Position Management, Certification Unit and Discipline Services and ensures the development of a customer service oriented office. The incumbent is responsible for the leadership of staff engaged in a variety of payroll services and personnel transactions work in the areas of: appointments and separations; health, dental, vision and retirement benefits; position control; official personnel record keeping; attendance reporting and training; Staff Central; Discipline Services and special projects. Responsibilities include, but are not limited to:

- Manages, supervises, and directs the provision of transactions services to Caltrans employees ensuring that staff provide timely and quality customer service. Monitors services provided to ensure that all payroll, benefits and leave balances for all employees are processed accurately and timely. Ensures that appointments, separations, and transfers are processed correctly, legally, and timely. Ensures that all personnel records for Caltrans employees are prepared, filed, and retained accurately and securely.

- Provides leadership and guidance to approximately 150 staff in the Office of Transactions Services; Staff Central; and the Certification Unit. Develops and implements staff development policies. Prepares probationary and other staff evaluations as necessary. Ensures that all subordinate staff are committed to providing quality customer service at all times with the goal to meet customers' needs.
- Develops and recommends departmental personnel and payroll policies. Develops and implements management and all employee policy/procedures memos and circulars. Advises Department managers on appropriate personnel/payroll laws, rules, policies and procedures. Consults with Labor Relations, Accounting, Legal, Budgets and others as needed to ensure that changes initiated by others are recognized and addressed in a timely manner.
- Analyzes and independently resolves a variety of complex technical personnel/payroll problems. Monitors the Department's payroll and employee benefits programs in accordance with State Personnel Board (SPB), Department of Personnel Administration (DPA), Department of Finance, Board of Control, State Controller's Office (SCO), Public Employees Retirement System and the Federal Department of Labor laws, rules, policies, and procedures.
- Consults with executive staff, manager and supervisors regarding progressive employee discipline. Provides direction to subordinate staff to ensure proper documentation and implementation of progressive discipline for adverse actions, rejections on probation, absent without leave separations and non-punitive terminations. Ensures discipline process meets all legal requirements and employees' rights to due process are satisfied. Ensures that all subordinate staff are committed to providing quality customer service at all times with the goal to meet customers' need.

MINIMUM QUALIFICATIONS

Applicants meet the following qualifications by the final file date in order to participate in this examination.

Either I

One year of experience in the California State service performing the duties of a Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).

Or II

One year of experience in the California State service performing analytical staff duties of a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial). **and**

Current employment in a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).

Or III

Two years of experience in the California State service performing the duties of a Staff Services Manager I.

Or IV

Experience: Five years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least two years of which must have been in a supervisory capacity. [Experience in the California State service applied toward this requirement must include two years performing the duties of a class with a level of responsibility not less than that of Staff Services Manager II (Supervisory) or Staff Services Manager II (Managerial).] (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.) **and**

Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

KNOWLEDGE AND ABILITIES

Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's equal employment opportunity objectives; and a manager's role in the equal employment opportunity program and the processes available to meet equal employment opportunity (EEO) objectives.

Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports; utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's equal employment opportunity objectives.

POSITION SPECIFIC QUALIFICATIONS/EVALUATION CRITERIA

In addition to the minimum qualifications listed above, the following position specific qualifications will be evaluated:

- Demonstrated knowledge of public and business administration including fiscal, personnel management, and budgetary procedures.
- Demonstrated experience with managing complex programs and multi-disciplinary staff.
- Demonstrated ability to develop business plans and performance measures in support of the Department's strategic plan and the Division's strategic objectives.
- Demonstrated aptitude to effectively resolve sensitive personnel issues with both internal and external entities including, EEO, Labor Relations, DPA, SCO, SPB and unions.
- Demonstrated knowledge of position management and allocation procedures.
- Demonstrated knowledge of progressive employee discipline issues.
- Demonstrated knowledge of automated time reporting processes.
- Demonstrated knowledge of Transactions (payroll and employee benefits) issues.
- Demonstrated knowledge of Staff Central issues.
- Demonstrated knowledge of Certification issues.
- Demonstrated ability to analyze changes in legislation and departmental policy.
- Demonstrated ability to effectively contribute to the Department's EEO objectives.

In addition, candidate should have completed academic course work at the university level or equivalent training and experience in the area of supervision and management principles.

EXAMINATION INFORMATION

This examination process provides for position specific examining and selection of the most qualified managerial candidates. Job-selection criteria specific to each position and consistent with the knowledge, skills, and abilities of the classification will be applied. All candidates who meet the qualifications may compete for the vacant position. An evaluation of the Examination/Employment Application (STD. 678), Statement of Qualifications, and interview will be used to rate candidates. A pool of candidates will be created for the specific position identified on this bulletin which will include the ranking of each candidate.

Candidates will be notified in writing of their examination results.

FILING INSTRUCTIONS

All interested applicants must submit:

- An original, signed State application (STD 678), which includes civil service titles and dates of experience. The application should specify the **classification; position title and the MSP number 9MSP14**.
- A Statement of Qualifications. The Statement of Qualifications is a discussion of the candidate's experience that would qualify him/her for this position **The Statement should be no more than two pages in length and should address each of the Position Specific Qualifications listed on this examination announcement.**
- Resumes are optional and do not take the place of the Statement of Qualifications.
- Effective January 1, 2009, Government Code Section 18991 is enacted which permits persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty to apply for Special Examination & Appointment (SEA) Program examinations, for which he/she meets the minimum qualifications. **Persons applying who qualify as a Veteran under Government Code Section 18991 must submit a copy of their DD214 with their Examination Application (STD. 678).**

State application and Statement of Qualification must be received or postmarked by the final file date of **JUNE 3, 2009**. Interagency mail received after this date will not be accepted.

The State application and Statement of Qualifications are to be submitted to:

**Department of Transportation
ATTN: Liz Ochoa (9MSP14)
1727 30th Street, MS-86
Sacramento, CA 95816**

APPLICANTS WHO FAIL TO SUBMIT A STATEMENT OF QUALIFICATIONS WILL BE ELIMINATED FROM THE EXAMINATION.

Questions regarding this examination process should be directed to: Liz Ochoa, MSP at (916) 227-7466.

ELIGIBILITY INFORMATION

This examination **will not** establish a civil service list; therefore, candidates **will not** have the ability to transfer their eligibility to other departments.

REASONABLE ACCOMMODATION

If you have a disability and wish to participate in one of our testing services, programs, or activities and require a specific accommodation, please mark the appropriate box for Question #2 on the Examination and/or Employment Application form. You will be contacted to make specific arrangements. TTY users may contact the California Relay Service TTY line at 1-800-735-2929, the Voice line at 1-800-735-2922, or the Exams TTY line at (916) 227-7857 for assistance.

For individuals with disabilities, this document may be available upon request in alternate formats. To obtain an alternate format, please call or write to the California Department of Transportation, Office of Examinations and Special Programs, P.O. Box 168036, MS-86, Sacramento, CA 95816. Voice (916) 227-7858/Calnet 498-7858 or TTY (916) 227-7857. California Relay Service: Voice 1-800-735-2922 or TTY 1-800-734-2929.